



PENGERTIAN DAN SEJARAH MANAJEMEN MUTU

Oleh:

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**JURUSAN ILMU DAN TEKNOLOGI PANGAN
UNIVERSITAS SEBELAS MARET
SURAKARTA**



URGENTLY REQUIRED
 Due to our rapid growth, PT. Nutrifood Indonesia, an established healthy product company with the commitment to inspire a nutritious life, invites dynamic professionals to grow with us, for the position:

MARKETING (MKT)

- Male / Female, age max. 27 years
- Min. Diploma Degree (D3) from any major, with GPA min. 2.75
- Creative, self motivated, hard worker, good interpersonal, and leadership skill
- Willing to be placed in all areas in Indonesia

ACCOUNTING FINANCE EXECUTIVE (AFE)

- Male / Female, age max. 27 years
- Bachelor Degree (S1) from Accounting / Financial Management, with GPA min. 3.00
- Have leadership capability, well organized, and can work under pressure to meet tight schedule
- Willing to work in Jakarta

BUSINESS APPLICATION MANAGEMENT SPECIALIST (BAM)

- Male / Female, age max. 27 years
- Bachelor Degree (S1) from reputable Universities
- Majoring in IT / Industrial Engineering with GPA min. 3.00.
- Fresh graduates are welcome to apply this position.
- Strong analytical thinking
- Good communication skill
- Good previous experience as Lab Assistance or other teaching position is an advantage
- Having previous experience with Oracle EBS, especially in INV, WMS & OPM modules, is an advantage

MARKETING CONSULTANT (MKT-C)

- Female, age max 27 years
- Min. Diploma Degree (D3) from any major with, GPA min. 2.75
- Interest in health food, nutrition, and diet
- Good communication, interpersonal skill, and selling skill
- Attractive, creative, and have proportional body
- Willing to be placed in mall (Jakarta)
- Willing to work on weekend or holiday

NUTRITIONIST (NUT)

- Female, age max. 30 years
- Min. Diploma Degree from Nutrition / Pharmacy / Biotechnology, with GPA min 2.75
- Passionate with healthy lifestyle
- Broad knowledge regarding healthy lifestyle, diet, and nutrition
- Attractive, good personality, self motivated,
- Good interpersonal skill, and work well under pressure
- Willing to be placed in premium malls
- Willing to work on weekend or holiday with shift system

SYSTEM INTEGRATION EXECUTIVE (SIE)

- Male / Female, age max. 27 years
- Bachelor Degree (S1) from any major, preferable from Management / Industrial Engineering, with GPA min. 3.00
- Creative, innovative, well organized
- Have good communication, interpersonal, and leadership skill
- Familiar with quality management system (ISO, OHSAS, MoxSA)
- Willing to work in all areas



Send your CV, academic transcript, significant documents and recent photograph
 Please put position code at the left side of envelop of subject email to: RECRUITMENT DEPARTMENT
 PT Nutrifood Indonesia, Jl. Rawabali II No. 3, Kawasan Industri Pulogadung, Jakarta Timur 13920
 e-mail : recruitment@nutrifood.co.id

....DEFINISI

- **MUTU**

Tingkat karakteristik yang melekat pada suatu produk yang memenuhi preferensi konsumen

- **PENGENDALIAN MUTU**

Usaha untuk menjaga dan mempertahankan kualitas produk agar sesuai dengan spesifikasi yang ditetapkan berdasarkan kebijakan puncak manajemen

- **PENJAMINAN MUTU**

Seluruh perencanaan dan kegiatan sistematis bahwa barang atau jasa memenuhi persyaratan mutu



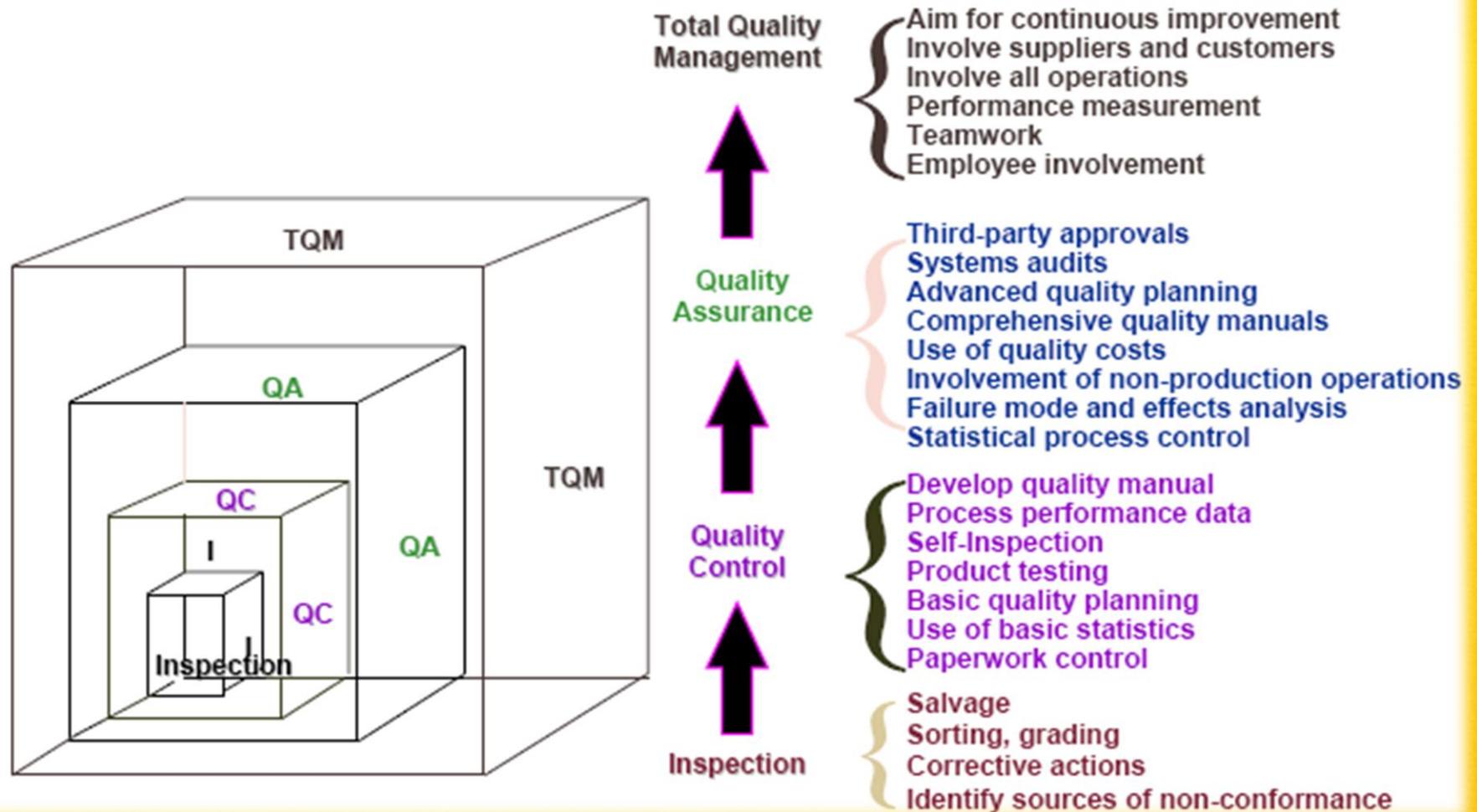
- **MANAJEMEN MUTU**

Filsafat dan budaya organisasi yang menekankan kepada upaya **menciptakan mutu yang konstan** melalui setiap aspek dalam kegiatan organisasi

- **SISTEM MANAJEMEN MUTU**

Sistem yang digunakan untuk menetapkan kebijakan oleh manajemen puncak berkaitan dengan arah organisasinya di bidang mutu dan sasaran mutu

...EVOLUSI

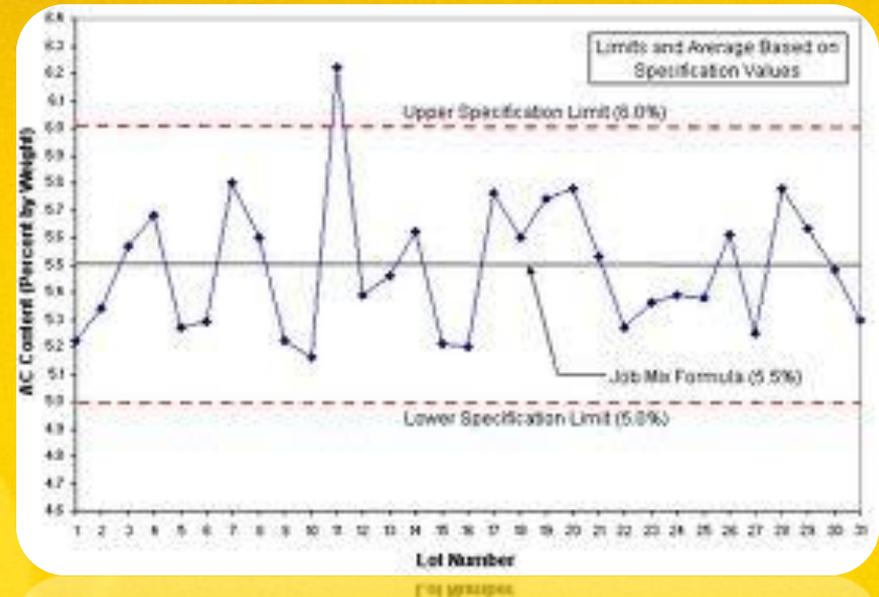


... SEJARAH (1)



- Ellias Whitney memperkenalkan **pengendalian mutu** pada awal abad 19, dalam bentuk pengecekan barang yang akan dikirim ke pelanggan dengan cara memisahkan barang cacat → agar konsumen merasa puas.
- Pendekatan ini disebut sebagai pengendalian mutu tradisional.

... SEJARAH (2)



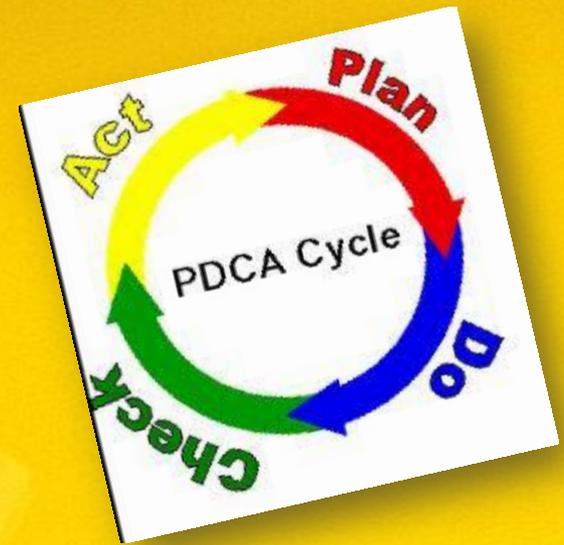
- Tahun 1924, Dr. Walter Shewhart memperkenalkan **bagan kendali control (control chart)** yang bermanfaat untuk mengetahui apakah mutu produk yang dihasilkan berada pada batas yang dikehendaki, sehingga inspeksi dilakukan hanya pada sampel barang dan dapat mengurangi biaya. Fungsi pengendalian mutu ini mulai dikembangkan dalam berbagai perusahaan.

... SEJARAH (3)



- Pada tahun 1950, Dr. W. Edward Deming memperkenalkan **konsep pengendalian mutu menyeluruh dalam perusahaan**. Deming menekankan pentingnya statistic control dalam proses produksi dan perbaikan mutu produksi. Deming memberikan kontribusi dengan teori “14 Butir Untuk Manajemen”

... SEJARAH (4)



- Deming dan Schewart mengembangkan konsep siklus **PDCA (plan-do-check-action)**. Plan meliputi identifikasi masalah, memperoleh data, dan mengembangkan rekomendasi. Do meliputi penerapan solusi berbagai percobaan. Check berupa pengamatan setelah penerapan untuk memastikan apakah hasil yang diperoleh sesuai rencana. Act melibatkan kegiatan perubahan permanen jika hasilnya efektif bagi peningkatan atau kembali pada kondisi sebelumnya jika penerapannya bermasalah.

... SEJARAH (5)



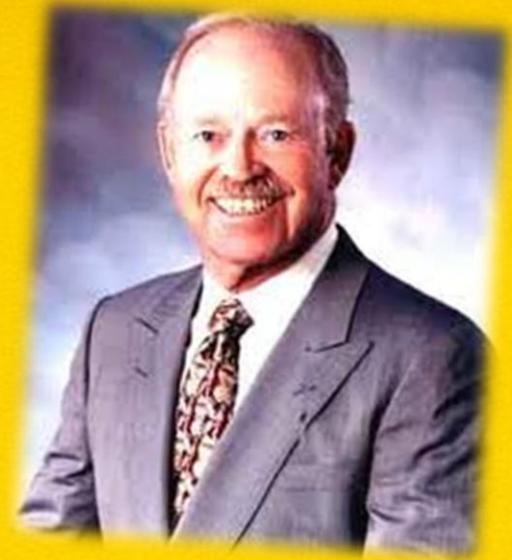
- Pada tahun 1961, Dr. AV Feigenbaum memperkenalkan konsep **make it right at the first time**. Konsep ini akan berkembang dan menjadi salah satu dasar Total Quality Management (TQM).

... SEJARAH (6)



- Pada Tahun 1967, Dr. Kaoru Ishikawa memperkenalkan **diagram sebab akibat** yang merupakan teknik skematis yang digunakan untuk menemukan lokasi yang mungkin pada permasalahan kualitas. Diagram Ishikawa merupakan salah satu alat dalam “7 tools”

... SEJARAH (7)



- Pada tahun 1979, Phillips B. Crosby menekankan **pentingnya pimpinan puncak** untuk menciptakan iklim kerja yang nyaman dan meyakinkan bahwa mutu adalah misi pokok yang harus dicapai oleh organisasi. Dan bahwa karyawan di semua tingkatan dapat dimotivasi untuk mengejar peningkatan tetapi motivasi tersebut tidak akan berhasil kecuali disediakan alat untuk meningkatkannya.

... SEJARAH (8)



- Pada tahun 1980, Dr. Genichi Taguchi memperkenalkan **model Taguchi**.
- Taguchi juga memperkenalkan **konsep robust design** dan fungsi kehilangan dalam mutu. Konsep robust design menyebutkan bahwa produk harus dirancang untuk meningkatkan kinerja dengan meminimalkan efek dari penyebab variasi tanpa menghilangkan penyebabnya. Fungsi Kehilangan mutu menyatakan bahwa setiap produk harus memenuhi spesifikasi yang telah ditetapkan, setiap penyimpangan dalam target merupakan kehilangan.

... SEJARAH (8)



- Pada tahun 1987, lahirlah suatu standar tentang sistem manajemen mutu yaitu ISO 9000, Quality Management System

... KARAKTERISTIK MUTU PRODUK PANGAN



Karakteristik yang melekat pada produk dan memenuhi **preferensi konsumen**



...MUTU PRODUK PANGAN

SENSORY



- **Touch-Kinesthetic (texture)**
 - Hand or finger feel
 - Mouth feel

- **Sight – Appearance**
 - Color
 - Gloss
 - Viscosity
 - Size and shape
 - Defect



- **Smell and Taste – Flavour**
 - Odour
 - Taste

HIDDEN



- **Nutritive value**
- **Harmless adulterants**
- **Toxicity**



SISTEM MANAJEMEN MUTU PADA INDUSTRI PANGAN

- ISO 22000
- ISO 17025
- Budaya Kerja 5S/5R
- Sistem Manajemen Halal
- ISO 9001
- ISO 14001
- HACCP
- OHSAS
- Budaya Kerja K3

Certificate No: CC 1013



CERTIFIED COMPANY
HKQAA

This is to certify that the Quality Assurance System of

DRILTECH GROUND ENGINEERING LIMITED

Block A B 9/F Hong Kong Spencers Industrial Building, Phase 6
481-483 Castle Peak Road, Cheung Sha Wan, Hong Kong

complies with the requirements of **ISO 9001 : 1994** quality assurance system standard, applicable to:

Design and construction of ground investigation, geotechnical and foundation engineering works.
(Clause 4.1.2, 4.3.2)

The certificate remains valid subject to satisfactory maintenance of the system which will be monitored by Hong Kong Quality Assurance Agency.

Signed for and on behalf of
HONG KONG QUALITY ASSURANCE AGENCY


Secretary


Director

Registered Address: SACI BUREAU Building, 10 Lo Chee Avenue, Kowloon, Hong Kong Tel: (852) 2188 2228 Fax: (852) 2188 2222

Not to be confused with the American Society for Testing and Materials, the Hong Kong Quality Assurance Agency, or the American Society for Quality. The use of the Accredited Agency logo on this certificate indicates accreditation in respect of those services covered by the Accreditation Authority. This certificate remains the property of HKQAA and shall be returned to HKQAA upon request.

Original Certificate: 11 January 2008 Amendment: 11 January 2008 Expiry: 11 January 2010



Certificate G8921282

The management system of

Ovalway Hydraulic Engineering Ltd

11 Cannon Park Way, Cannon Park,
Middlesbrough, TS1 5JJ, UK



has been assessed and verified as meeting the requirements of

ISO 9001:2000

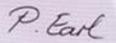
For the following activities

Design, manufacture, installation, commissioning, service and overhaul and contract maintenance of industrial and marine hydraulic systems, pneumatic systems and lubrication systems. Distributor for hydraulic components and accessories for Yuken, BYPP Ltd, Schroeder Filtration and Hydraultech.

Further certification regarding the scope of the certificate and the applicability of ISO 9001:2000 requirements may be obtained by consulting the representative.

This certificate is valid from 24 January 2008 until 24 January 2009
Issue 9. Certified since 29 October 1992

Authorised by





SGS United Kingdom Ltd. Systems & Service Certification
Riverside Business Park, Stamford Park, Chester, CH3 9JH, UK
T +44 (0)121 350-6880 F +44 (0)121 350-6880 www.sgs.com

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CERTIFICATE OF REGISTRATION

This is to certify that

Anrod Screen Cylinder Company

8160 Carfield Street, Cass City, Michigan, 48726 USA

operates a

Quality Management System

which complies with the requirements of

ISO 9001:2008

for the following scope of registration

The Registration Covers the Quality Management System for the Manufacture of Filtration Products from Wire Cloth, Perforated and Expanded Metal and Synthetic Materials.

Certificate No: CERT-QM-0011

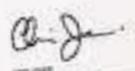
File No: ISO 9001

Issue Date: February 8, 2010

Original Certification Date: January 23, 2004

Current Certification Date: January 23, 2010

Certificate Expiry Date: January 23, 2012



John J. ...
SGS Quality Management System



...
SGS Quality Management System





Terima Kasih